"THERE IS GREAT *SYNERGY* BETWEEN OUR TWO ORGANISATIONS"

Ben Sheperd
Sales Manager
Datasharp

ABOUT THE CLIENT

Datasharp are one of the UK's largest independent providers of business technology solutions operating throughout the UK and abroad. Datasharp have the ability to support all businesses with Telecoms and Communications expertise in systems, support and maintenance solutions.

ISSUES TO BE RESOLVED

One of Datasharp's largest clients with multiple sites around the world, required a complete network and telephony refresh and turned to them for a solution. As a Telecoms service provider, network engineering was not a core capability of their business.

Datasharp's end client had a legacy network that needed to be refreshed. They were also receiving poor support from their incumbent service provider. The customer had a requirement for high quality VoIP services. It was imperative that the client experienced minimal downtime when moving from their incumbent provider and also in the transition decommissioning the legacy network to commissioning the new network.

ACTION TAKEN

Datasharp partnered with us in order to provide their client with a total network infrastructure solution. The initial phase was to plan and design their client's network for their Northern hemisphere operations.
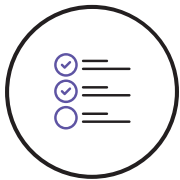
CLIENT FEEDBACK

"aap3 are a well-respected brand that stands for high quality and we are delighted to be partnering with them. There is great synergy between our two organisations and we are looking forward to future successful collaborations"

Ben Shepherd - Sales Manager, Datasharp

AFTER DEVELOPING A CLOSE BUSINESS RELATIONSHIP, DATASHARP TRUST IN AAP3 TO WORK TRANSPARENTLY WITH THEIR END CLIENT AND PARTNERS TO ENSURE THE CLIENT GETS NOTHING BUT THE BEST SERVICE THROUGH A COLLABORATIVE PARTNERSHIP.

MANAGED SERVICES

Blending in house, virtual and field engineering to provide a support solution tailored exactly to your needs so that you can get the best from your tech investment.

ACTION TAKEN (CONT.)

We worked with Datasharp to advise and design QoS for VoIP. Also, the original internal addressing scheme was non-hierarchal and non-compliant with best practices, we defined a new intuitive addressing and VLAN scheme to be used throughout the clients network. Following the design, we began the pre-stage and testing of the new network infrastructure.

After system testing, the network and all associated devices were shipped to each of the client's sites and installed as part of the solution delivered by us. Since January 2014, we provide Remote Managed Services (RMS) in partnership with Datasharp who's client now benefits from proactive network management.

We provide Datasharp an unrivalled understanding and control over their client's network, without the distraction of having to worry about having all of the right skills, expertise or experience that is not related to the telecoms arena.

RESULT

Datasharp have further consolidated their reputation with their client through the delivery of a first-class design, build, test and implementation of their network environment, which is fully supported through our continual remote monitoring and management of their network infrastructure.

aap3's RMS Service has provided:
• Advance notice of software upgrades.
• Advanced notice of performance issues.
• On-going monitoring and management.
• Consultancy advice around Network Improvement.
• Assistance with Cisco Telepresence

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ABOUT US

We enable businesses by providing solutions for all your IT requirements; from managing your network and computing infrastructure, providing blended support models. We have nearly two decades of experience working with a vast range of customers, from international enterprises such as Cisco, IBM and AT&T, through to SMEs and a number of local businesses in the areas where we have operations.